

**County of Los Angeles Department of Mental Health
Mental Health Services Act
Silver Star Apartments**

Item D.6 Tenant Selection Plan

**Silver Star Apartments
6558-6572 West Boulevard, Los Angeles, CA 90043**

Project Description

Silver Star Apartments (Property) is a 49 unit permanent supportive housing development located in Los Angeles, California. 48 one-bedroom units are designated for homeless and chronically homeless mentally disabled veterans and one two-bedroom unit is designated for the property manager. All units will be targeted to households who are earning less than or equal to 30% of the AMI. Rents are to be subsidized by the Housing Authority of the City of Los Angeles (HACLA); therefore all households' rent will be 30% of their adjusted household gross income as determined by HACLA.

It is anticipated that tax credits will be awarded to the project resulting in a limited partnership with A Community of Friends (ACOF) acting as Managing General Partner (MGP) and primary developer of the project. US VETS will provide supportive services to tenants.

Unless otherwise stated in the plan, the term "limited partnership" and "Owner" will refer to ACOF, the MGP representing the limited partnership as well as the main contact for site Service provision. The term "Agent" will refer to Barker Management, Incorporated (BMI) and the term "Property" will refer to Silver Star Apartments. The term "Services" will refer to on-site service provider US VETS; the term "PM" shall refer to the on-site Property Manager and the term "RSC" shall refer to the on-site residential service coordinator.

POLICY ON NON-DISCRIMINATION

With respect to the treatment of applicants, the Agent will not discriminate against any individual or family because of race, color, national origin or ancestry, religion, sex (including gender identity), sexual orientation, age, handicap/disability, medical condition, source of income, marital status or familial status, or any other arbitrary basis. No criteria will be applied or information considered pertaining to attribute of behavior that may be imputed by some to a particular group or category. All criteria shall be applied equitable and all information considered on an applicant shall be related solely to the attributes and behavior of individual members of the household as they may affect residency.

REASONABLE ACCOMMODATIONS

Reasonable accommodations will be made to meet the needs of disabled applicants, including applicants with both physical and/or mental disabilities.

Agent will apply the same screening criteria to all applicants. However, management is obligated to offer applicants with disabilities additional consideration in the application of rules, practices, or services and structural alterations if said accommodation will enable an otherwise eligible applicant or tenant with a disability an equal opportunity to access and enjoy the housing program. Management is not required to make a reasonable accommodation or physical modification if the accommodation or modification will result in an undue financial or administrative burden to the property or if it requires management to alter or change a basic component of the housing program.

If an applicant has a physical or mental disability, and because of this disability, there are reasonable accommodations that should be considered in the application, please attach a note to the application describing the reasonable accommodation(s) being requested and why they should be considered in the

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application. The applicant may be asked to fill out a Reasonable Accommodation Request form upon receipt of their application and the applicant may be requested to provide written verification from his/her health care provider or other credible party that: 1) the applicant is disabled under California law; and 2) the requested accommodation is related to, and needed because of, the disability.

If as a result of a disability an applicant needs changes in the way management communicates with said applicant, applicant(s) should contact management by calling the BMI (714) 533-3450, faxing to (714) 940-0521 or by visiting the leasing office to request the necessary accommodation. This can include requests for notices and applications in large print for those with a visual impairment, or to have applications sent to those with mobility impairments. In addition, management can be reached by TTY line for those with a hearing impairment by calling the California Relay Service at (888) 877-5379.

In addition, an applicant may request that an RSC be assigned to assist with the application process. Services offered by the RSC include:

- Explaining and filling out the application form
- Obtaining supportive documents need to complete your application
- Attending the property management interview with you
- Help with the appeal process
- Help with a reasonable accommodation

The information provided below is a summary of the Rental Application process of the Property. If the applicant has any questions please contact Barker Management, Inc., the management company at the rental office at (714) 533-3450.

I. PROGRAM ELIGIBILITY REQUIREMENTS FOR SUPPORTIVE HOUSING UNITS

1. Occupancy in the Permanent Supportive Housing unit is restricted to homeless or chronically homeless veterans. Each unit must include a disabled adult (18 years of age or older) diagnosed with a qualifying disability by a licensed practitioner in accordance with the US Department of Housing and Urban Development (HUD) standards.
 - i. Homeless means an individual or family who lacks a fixed, regular, and adequate nighttime residence; and an individual who has a primary nighttime residence that is a supervised publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing for the mentally ill);an institution that provides a temporary residence for individuals intended to be institutionalized; or a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.
 - ii. Chronically homeless means an unaccompanied homeless individual with a disabling condition or a family with at least one adult member who has a disabling condition who has either been continuously homeless for a year or more OR has had at least four (4) episodes of homelessness in the past three (3) years.
2. Household that consist of person who are all full time students do not qualify, unless they meet any of the exemptions established by the Internal Revenue Service (IRS) Code Section 42

II. PROGRAM ELIGIBILITY FOR PROJECT-BASED SECTION 8 VOUCHERS

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1. Section 8 Project-Based Voucher Program

- i. All units will be subsidized by the Section 8 PBV program which is administered by the Housing Authority of the City of Los Angeles (HACLA).
- ii. HACLA will verify that applicants had been previously assessed through a coordinated assessment system.
- iii. HACLA will verify citizenship or eligible immigration status. Rental subsidy benefits will be prorated based on the residency status of each household member.
- iv. HACLA requires provision of a complete and accurate social security number for each occupant.
- v. HACLA requires proof of age for each occupant.
- vi. HACLA will verify that the applicant/household's income is less than the required AMI for the unit in question
- vii. HACLA will verify that the applicant is not a registered sex offender in any state.

The City may deny applicants/households with:

- viii. violent felony convictions;
- ix. drug-related criminal activity within the last two years;
- x. child molestation and/or sexual misconduct convictions; or
- xi. prior evictions from a federally-assisted housing project.

III. OCCUPANCY, INCOME AND RENT STANDARDS

Units will be occupied in accordance with the following standards:

<u>UNIT SIZE</u>	<u>MINIMUM</u>	<u>MAXIMUM</u>
1 Bedroom	1	3

- 1. Every household occupant that will occupy the unit during the upcoming 12 months will be counted when determining unit size. This includes household members in the military or at school.
- 2. The primary applicant must be 18 years of age or older, unless he or she is an emancipated minor. All household members age 18 years or over and emancipated minors must sign the appropriate consent forms and comply with the verification process.
- 3. Applicants must be able to maintain the housing unit in accordance with local health standards and HACLA standards, with or without assistance.
- 4. Background checks will be performed on all adults 18 years and older in the household; the same will apply for live-in aides. Live-in aides must provide government issued photo ID. In addition, proposed live-in aides must provide a complete and accurate social security number

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or permit him/herself to be finger printed for purposes of running a background check. The live-in aide is subject to all the tenancy and lease provision of the subject household.

5. Live-in aides may be given a separate bedroom.
6. When a medical hardship is verified to the satisfaction of the Management Agent, persons who would generally share sleeping quarters may be assigned separate bedrooms.
7. Assigned unit must be household's primary place of residence.
8. Total household income cannot exceed the area median income established for the unit
9. To meet with program requirements, persons cannot pay more than the rent limits established for the project. Actual rent amounts for the subsidized units will be determined by HACLA.

AFFORDABLE UNITS

# OF UNITS	% AMI	TYPE	RENT DETERMINED BY HACLA	MAXIMUM HOUSEHOLD INCOME*
48	30%	ONE BDRM	30% OF INCOME	SEE CURRENT TCAC TABLE
1		TWO BDRM	N/A	MANAGER **

***Approximate rental rates based upon current income limits published by U. S. Dept. of Housing & Urban Development and current housing authority utility allowances. Rental rates subject to change.**

****One two-bedroom unit will be reserved for the management staff.**

This project is subject to the requirements of several funding sources that have made it feasible. The above information reflects these requirements to the best of management's knowledge at this time but is subject to change if required for compliance with law, regulations or policy changes.

IV. VERIFICATION PROCESS

A. Financial

1. All income will be verified in writing by the income source indicated on the income certification form.
2. All assets, including bank accounts, will be verified in writing.
3. Upon initial occupancy, tenant's income cannot exceed the area median for household size as published annually by the U. S. Department of Housing and Urban Development (HUD) and California Tax Credit Allocation Committee (TCAC)
4. Third-party income verification will be required from all sources, including but not limited to:

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- a. Employment, Self Employment
 - b. Savings and checking
 - c. Pension
 - d. Disability
 - e. Asset verification, property, home, stocks, bonds, annuities, IRA, etc.
 - f. Government assistance, A.F.D.C., food stamps, etc.
 - g. Social Security
 - h. Child Support/Alimony
 - i. Non-Tuition Financial Aid
5. Credit checks will be requested from all applicants 18 years or older.
6. Income calculations are based on the household's annual gross (anticipated) income for the following 12 months. Annual gross income includes income from any and all assets.
7. Criminal record checks might be conducted on all adult members (18 years or older or emancipated minor) in the households who have satisfied the income requirements, credit report and program requirements. This process will also apply for attendant care providers that will be occupying the unit. A criminal history or misdemeanor offense(s) could be grounds for denial:
- a. Applicants convicted of acts of violence may be denied occupancy.
 - b. Applicants with child molestation and/or sexual misconduct convictions will be denied occupancy.
 - c. Applicants with a criminal conviction relating to the manufacturing or sale of illegal drug or control substances will be denied occupancy.

At the request of an applicant, a reasonable accommodation request will be considered. In addition, with the approval of the applicant, the referring case manager will be given an opportunity to appeal any application denial based on information obtained from criminal record checks. However, all applicants will have to demonstrate that they meet program requirements.

8. History of Responsible Tenancy, Behavior and Conduct

A credit report to verify housing history will be obtained on all applicants. Current landlord/homelessness references will be obtained. Previous landlords during the past five years may also be contacted. Landlord references will help determine rental and homeless history including but not limited to non-payment of rent, repeated disruptive behavior, and chronic late rent payments. A determination will be made regarding whether or not the applicant has demonstrated a record of conduct which could constitute a material violation of Silver Star Apartments Occupancy Agreement provisions or applicable tenancy law. If such a record of violations is documented, that will be considered grounds for a determination of ineligibility.

If landlord references are not available, applicants will be asked to provide as much information as possible regarding where they have been living for the past three years. On a case by case basis, if sufficient landlord references are not available staff may require written

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references of social workers or others involved with the applicant in a professional capacity. Based upon these references, staff will decide if the applicant has demonstrated an ability and willingness to live peacefully with neighbors and refrain from behavior that jeopardizes the safety, security and peaceful enjoyment of the community. The level of support an applicant has, transitional living programs completed, and the appropriateness of an applicant's needs with the services offered will be considered.

V. WAITING LIST

Offer of Apartment:

Applicants will be offered only one apartment. Mitigating circumstances may be taken into account, such as an emergency situation or hospitalization. In such a case, if an applicant cannot accept an apartment during the initial lease-up of the building, the applicant would be placed on the waitlist in chronological order.

Applications will be stamped, dated as they are received, and then sorted by eligibility status. Tenants will be qualified under the subsidy program, TCAC and all other applicable guidelines and regulatory agreements. All qualification process is subject to review and approval by ACOF and BMI.

BMI's on-site staff will maintain one waiting list for the entire project. Applicants will be placed in the order of completed income and program eligibility certification, with a date and time received determination. Those that are not selected as a tenant will remain on the waiting list, and shall receive a letter informing them of their status with an estimate of when the next unit, based on previous turnover histories for similar housing projects, may be available. Applicants will be responsible to inform Management Agent of any changes on contact information.

- A. Applicants will be added to a waiting list in chronological order.
- B. In the event that the volume of applications received exceeds the number of available apartments and more than one applicant qualifies for the unit; the application with the earliest date and time will be approved. The other will go to the top of the list until the next unit is available.
- C. When a unit becomes available, it will be the responsibility of the Property Manager to notify the applicant at the top of the waiting list. If that applicant turns down the unit, management will proceed to the next person on the waiting list. With the approval of the applicant, the Property Manager will also notify the referring case manager.

If an applicant on the waiting list rejects the unit offered to him/her this is considered to be a withdrawal of the application by the applicant.

Reasonable Accommodation Transfer Policy: If the site receives a Reasonable Accommodation Transfer this applicant will automatically be placed at the top of the wait list and in line for the next available unit.

Mitigating circumstances may be taken into account, such as an emergency situation or hospitalization. In such a case, if an applicant cannot accept an apartment during the initial lease-up of the building, the applicant would be placed on the waitlist in chronological order by date of completed application.

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VI. GENERAL

Many of the potential residents of Silver Star Apartments are expected to be referred from the US Department of Veterans Affairs, LA County DMH, US VETS, Shelter Partnership, Volunteers of America, PATH Outreach Team and New Directions for Vets. US VETS and ACOF staff will meet with social service agencies and groups to increase referrals and facilitate the application process. Additionally, US VETS has committed staff to ensure compliance with HUD programmatic policies and funding grant requirements.

- A. US VETS will interview the applicants to ensure that the applicant meets the qualifications of the program.
- B. All applicants will be initially interviewed by a representative of the Management Agent.
- C. It will be the responsibility of the BMI to inform the applicant in writing of rejection or approval.
- D. Agent will notify applicants who are rejected, in writing, and the applicants will be informed of their option to appeal this decision. With the approval of the applicant, the referring case manager will also be notified.

VII. REFERRAL PROCESS

The referral process for the special needs units begins with the assessment through the Coordinated Entry System (CES) to determine level of acuity as determined by HACLA.

All households applying for housing at Silver Star Apartments will be initially interviewed by the Property Manager or a representative of the Management Agent (BMI). Applicants will be asked to complete an Application for Housing. All adults 18 years and older in the household will be interviewed and will need to provide copies of the following documents:

- 1. Social Security card and birth certificate (if applicable)
- 2. Driver's License or Identification Card (with picture)
- 3. Current Verification of income:
 - a. Most current tax return (last two years if self-employed).
 - b. The most recent 3 months of pay stubs for all employed household members.
 - c. Most current: Award Letter (recipients of SSI); Notice of Action (General Relief, AFDC; Welfare or any other social services agencies.
 - d. Six consecutive months bank statements for checking accounts.
 - e. Most current bank statement for savings accounts.
 - f. The latest statement from any retirement / pension / IRA / 401k plan for those household members who participate in such a plan.

Originals of provided copies may be requested during the interview. Applicants will be also sign the Consent for Releasing Information, which will allow Management Agent to do proper third party verifications of income and assets.

After income eligibility, applicants will be referred to US VETS for program eligibility verification. US VETS, in conjunction with ACOF Residential Services Department will review

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necessary documentation to determine if household meets the special needs eligibility requirement. Applicants approved by BMI and US VETS must be referred to the HACLA in order to determine eligibility to occupy a unit at Silver Star Apartments per the PBV requirements. HACLA staff will:

- Determine PBV Assistance per HUD and HACLA regulations and policies.
- Process all applicants through their internal criminal background check program, as required.

It will be the responsibility of the Property Manager or Management Agent to inform the applicant in writing of rejection or approval.

At the request of an applicant, a reasonable accommodation request will be considered. In addition, with the approval of the applicant, the referring case manager will be given an opportunity to appeal any application denial based on information obtained from criminal record checks. However all applicants will have to demonstrate that they meet program requirement.

VIII. REJECTED APPLICATIONS

A. Applications may be rejected for any of the following:

1. Blatant disrespect, disruptive or anti-social behavior toward management, the Property, or other tenants exhibited by an applicant or family member any time prior to move-in (or demonstrable history of such behavior);
2. Falsification of any information on the application;
3. Household size that does not conform to the stated minimum and maximum sizes;
4. Income exceeding the of area median based upon income limits established at the Property;
5. Full student applicant households as defined above will be rejected, unless they meet any of the exemptions. Full time status is determined by the subject educational institution.
6. No references from social workers or others involved with the applicant in a professional capacity are submitted, if required. Units will not be held while paperwork is requested.
7. Arson Conviction.
8. Applicant is a registered sex offender.
9. Applicant for the special needs units doesn't meet the PBV requirements.
10. Other good cause, including, but not limited to, failure to meet any of the tenant selection criteria in this document.

All rejected applicants will have the right to appeal the decision. A written appeal must be received by the Management Agent no later than fourteen (14) days after the Unable to Accommodate letter is received. Within three (3) working days of receipt of an appeal, the appeal will then be forwarded to the Management Agent and RSC for the property. Units will not be held during the appeal process. If the appeal is successful and the applicant is approved for occupancy, the applicant will be offered the next available unit.

IX. FAIR HOUSING

The property will comply will all federal, state, and local fair housing and civil rights laws and with all equal opportunity requirements.

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X. PREFERENCES

None

XI. POLICY ON PRIVACY

The privacy of applicants will be guarded as conferred by the Federal Privacy Act of 1974. This Act in no way limits management's ability to collect such information as may be needed to determine eligibility, compute rent, or determine an applicant's suitability for tenancy.

XII. PET POLICY

Tenants may not keep any type of pet on the premises. Service Animals for the disabled are not considered to be pets, but do require prior written approval of management.

XIII. ACCESSIBLE UNITS

Preference will be given to applicants who require a unit with the specific design features offered in accessible units in the development. All reasonable efforts will be made to rent accessible units to applicants who require or who could benefit from such units.

In the case of an accessible unit, when no qualified applicant has applied that requires the design features offered, then the unit will be offered to the next qualified household. This applicant will be required to complete a Lease Addendum form, whereby they agree to transfer to a non-accessible unit within the development should a tenant or applicant require an accessible unit.

If after occupying the accessible unit, the physical condition of a member of the household changes and a household member would then benefit from continued occupancy in the accessible unit, the household would not be required to move.

Failure to accept or move to the offered unit shall be deemed material non-compliance with the lease and would be cause for termination of tenancy.

XIV. REASONABLE ACCOMMODATION

Reasonable accommodations will be made to meet the needs of disabled applicants, including applicants with both physical and/or mental disabilities.

Management will apply the same screening criteria to all applicants. However, management is obligated to offer qualified applicants with disabilities additional consideration in the application of rules, practices, or services and structural alterations if said accommodation will enable an otherwise eligible applicant or tenant with a disability an equal opportunity to access and enjoy the housing program. Management is not, however, required to make a reasonable accommodation or physical modification if the accommodation or modification will result in an undue financial burden to the property or if it requires management to alter or change a basic component of the housing program.

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If as a result of a disability you need changes in the way we communicate with you, tenants must contact Management Agent by calling [BMI employee: TBD] at (XXX) XXX-XXXX, faxing us at (XXX) XXX-XXXX, or visit the leasing office and request changes. This can include requests for notices and applications in large print, for those with a visual impairment, or to have applications sent to those with mobility impairments. Also, they can contact the TTY line for those with a hearing impairment by calling the California Relay Service at (888) 877-5379.

In addition, you may request that a Residential Service Coordinator (RSC) be assigned to you to help you with the application process. Services offered by the RSC include:

- Explaining and filling out the application form
- Obtaining supportive documents need to complete your application
- Attending the property management interview with you
- Help with the appeal process
- Help with a reasonable accommodation

BMI and ACOF will conduct targeted marketing to special needs populations, as described above. In conducting targeted marketing, BMI will follow all applicable fair housing and non-discrimination legislation and regulations.

XV. OUTREACH

With respect to the treatment of applicants, the Management Agent will not discriminate against any individual or family because of race, color, creed, national or ethnic origin or ancestry, religion, sex, sexual preference, gender identity, age, disability, handicap, military status, source of income, marital status or presence of children in a household, acquired immune deficiency syndrome (AIDS) or AIDS-related conditions (ARC), or any other arbitrary basis. No criteria will be applied or information considered pertaining to attribute of behavior that may be imputed by some to a particular group or category. All criteria shall be applied equitably and all information considered on an applicant shall be related solely to the attributes and behavior of individual members of the household as they may affect residency as it pertains to the household's ability to adhere to the terms of the lease, likelihood of disturbing the peaceful enjoyment of other tenants and ability to care for or provide care for the unit.

Special marketing outreach consideration will be given to special needs populations. ACOF has partnered with US VETS. US VETS will be the designated supportive service provider for Silver Star Apartments. BMI, in conjunction with ACOF and US VETS will be responsible for outreaching to community agencies serving special needs populations. As early as possible, before construction completion, comprehensive application materials will be made available to these agencies. BMI, ACOF and US VETS will coordinate with staff at these agencies who will be working with clients to apply for housing. BMI, ACOF and US VETS will provide information about all aspects of the application process in order to eliminate as many obstacles to applying as possible for their clients. This will enable clients of these agencies to anticipate and positively address issues such as providing identifications, birth certificates, landlord references, credit reports, criminal background reports and other applicable supportive documentation needed to complete the application process.

Notice may be given to these agencies and organizations by way of flyers, e-mails, telephone calls, and in-person visits. If specific agencies or organizations request information be given to

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consumers in the context of meetings, these requests will be honored, as staffing and resources allow.

In addition during the formal lease up period, US VETS will also provide support to individual applicants as requested (reasonable accommodation) by any applicant.

Advertising and outreach efforts will occur in accordance with the property's Regulatory Agreement and Affirmative Marketing Plan. Advertising for this development will include listing available units on the Los Angeles County Housing Resource Center web-site (housing.lacounty.gov) and the use of Equal Housing Opportunity logos to affirmatively market the units. Material to be used in affirmative marketing will include:

- A Fair Housing poster to be displayed in the place where interviews take place.
- An Equal Housing Opportunity logo to be displayed on the development's sign.
- An Equal Housing Opportunity logo to be displayed on the Marketing Brochure, flyers and other marketing materials.
- Flyers and banners will be displayed at the property and at nearby community centers and social services organizations.